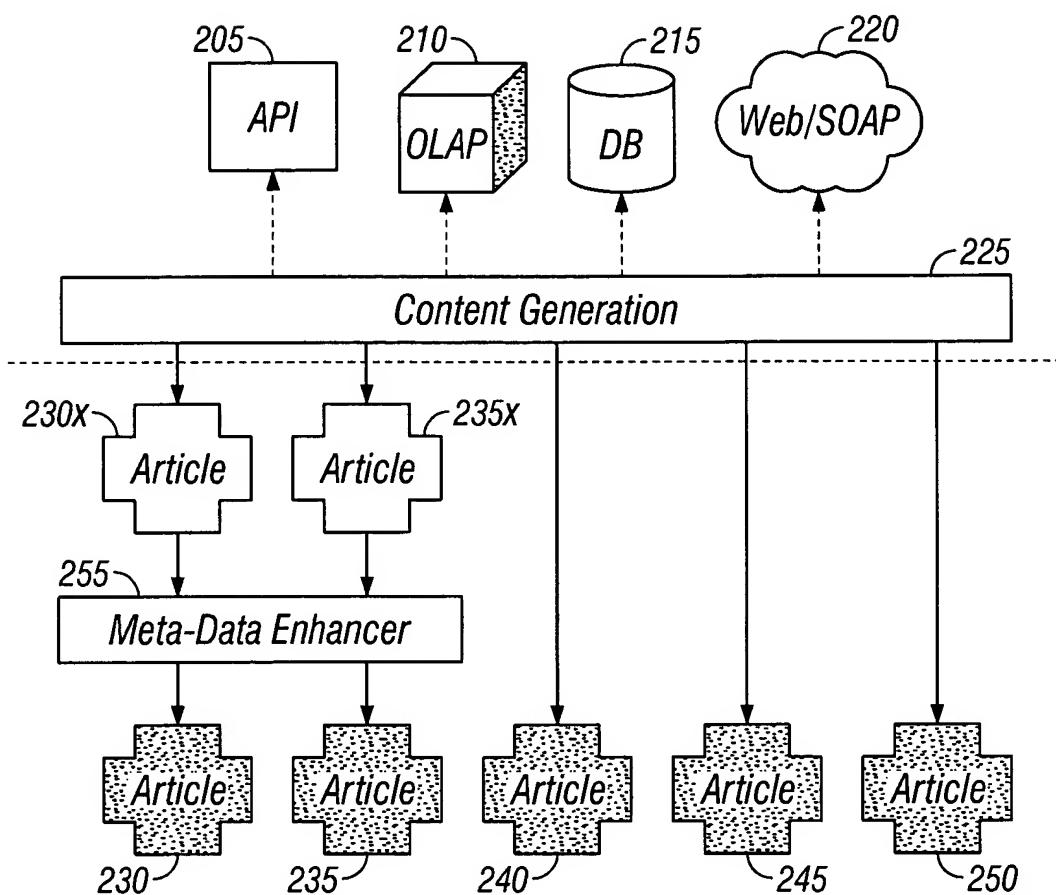


FIG. 1

**FIG. 2**

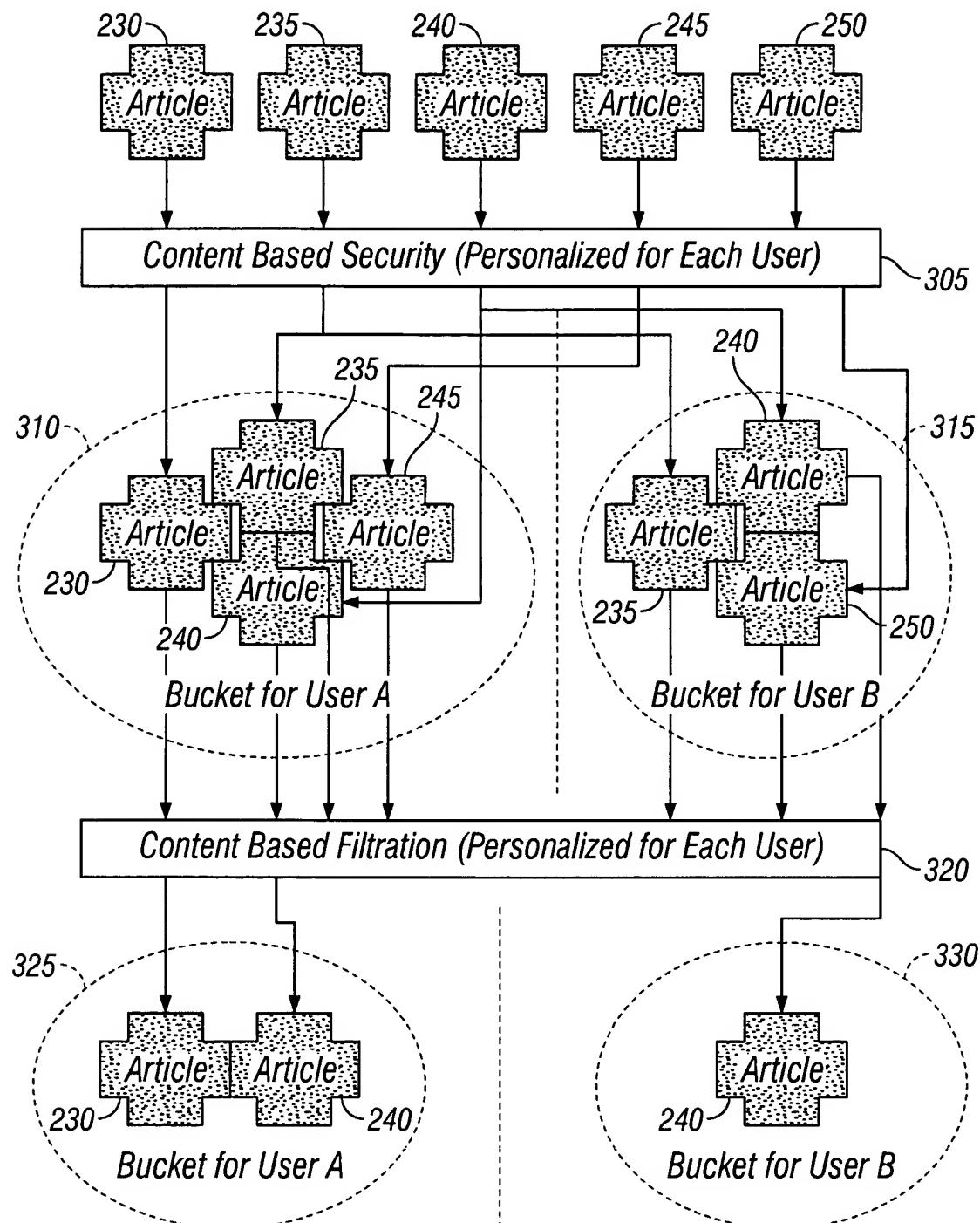
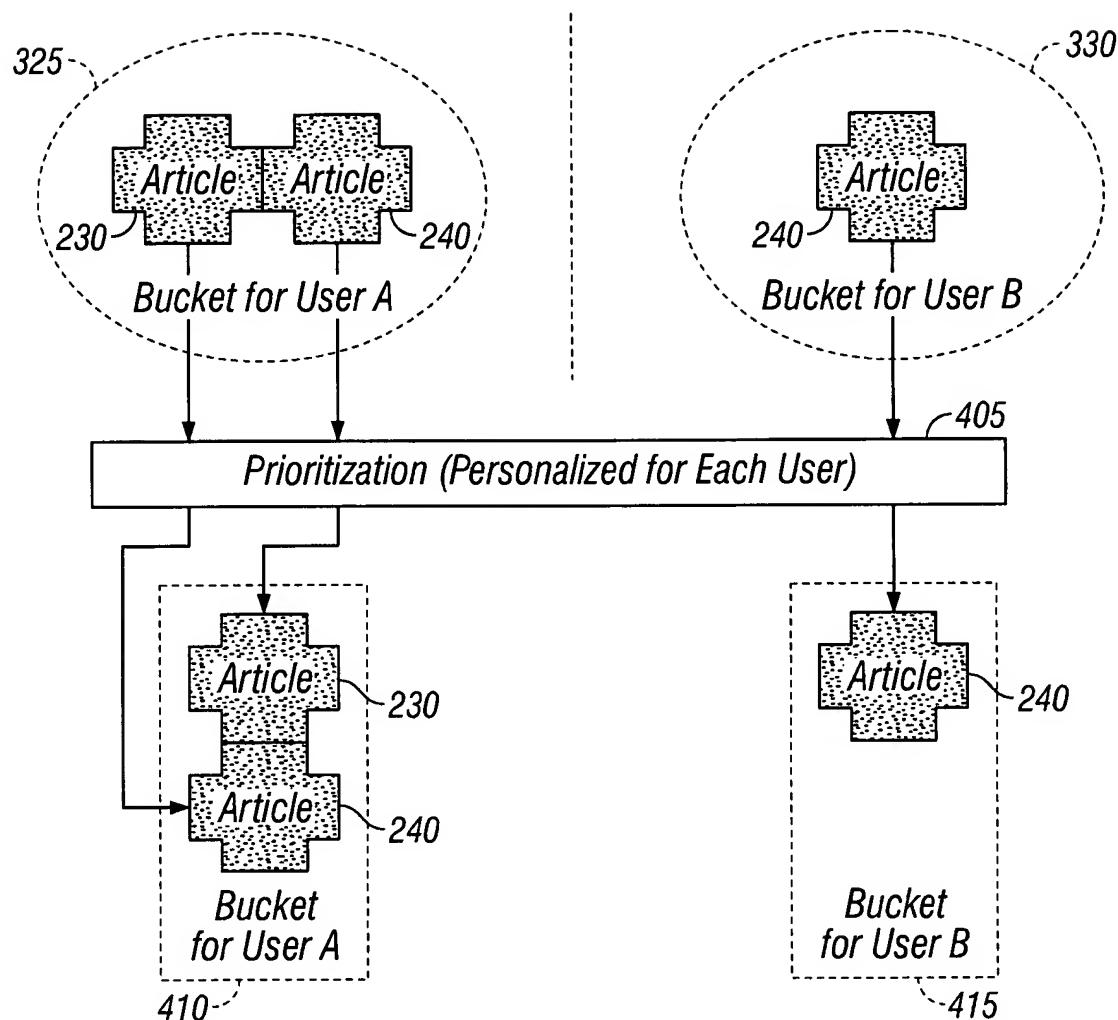
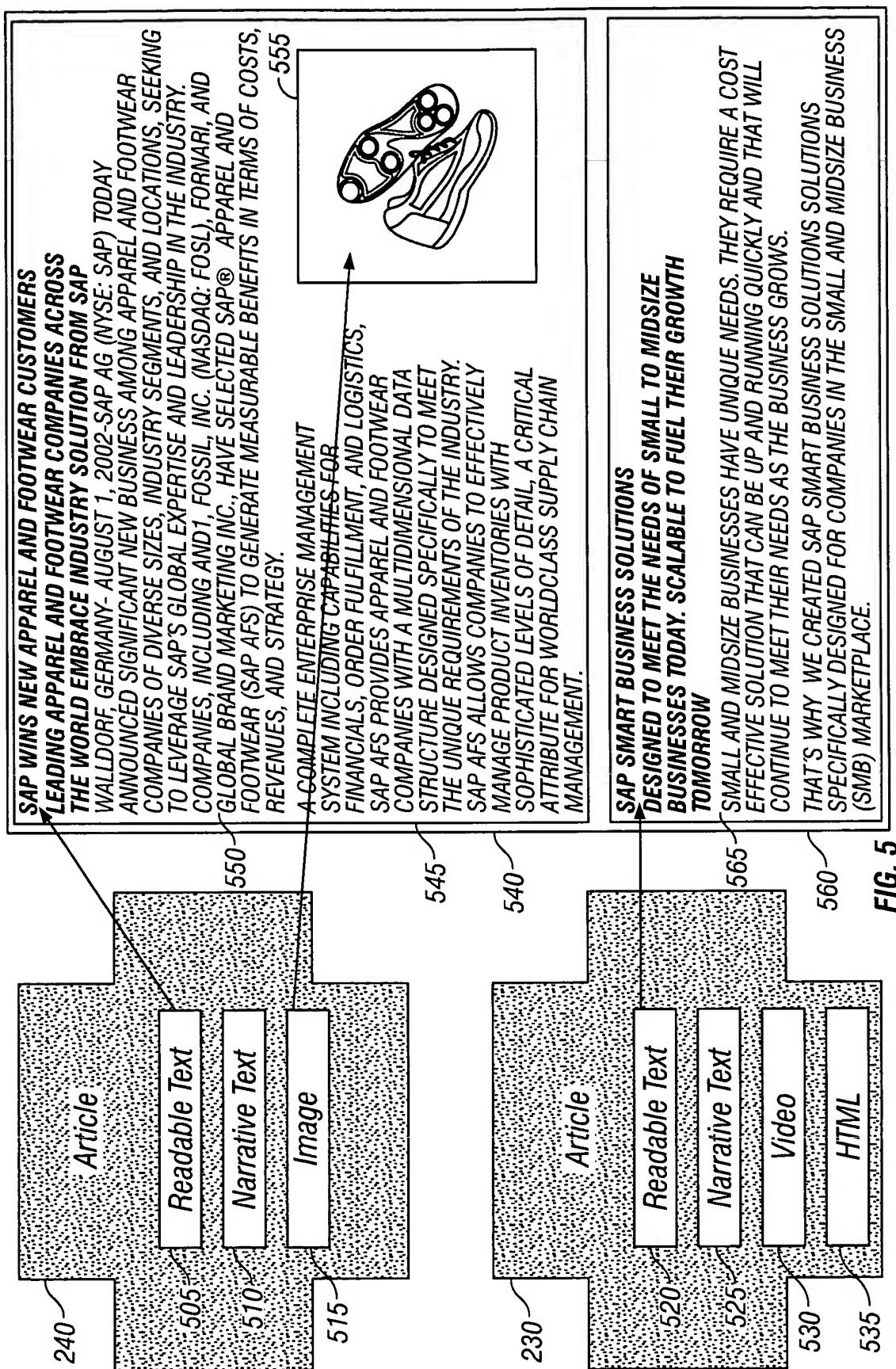


FIG. 3

**FIG. 4**



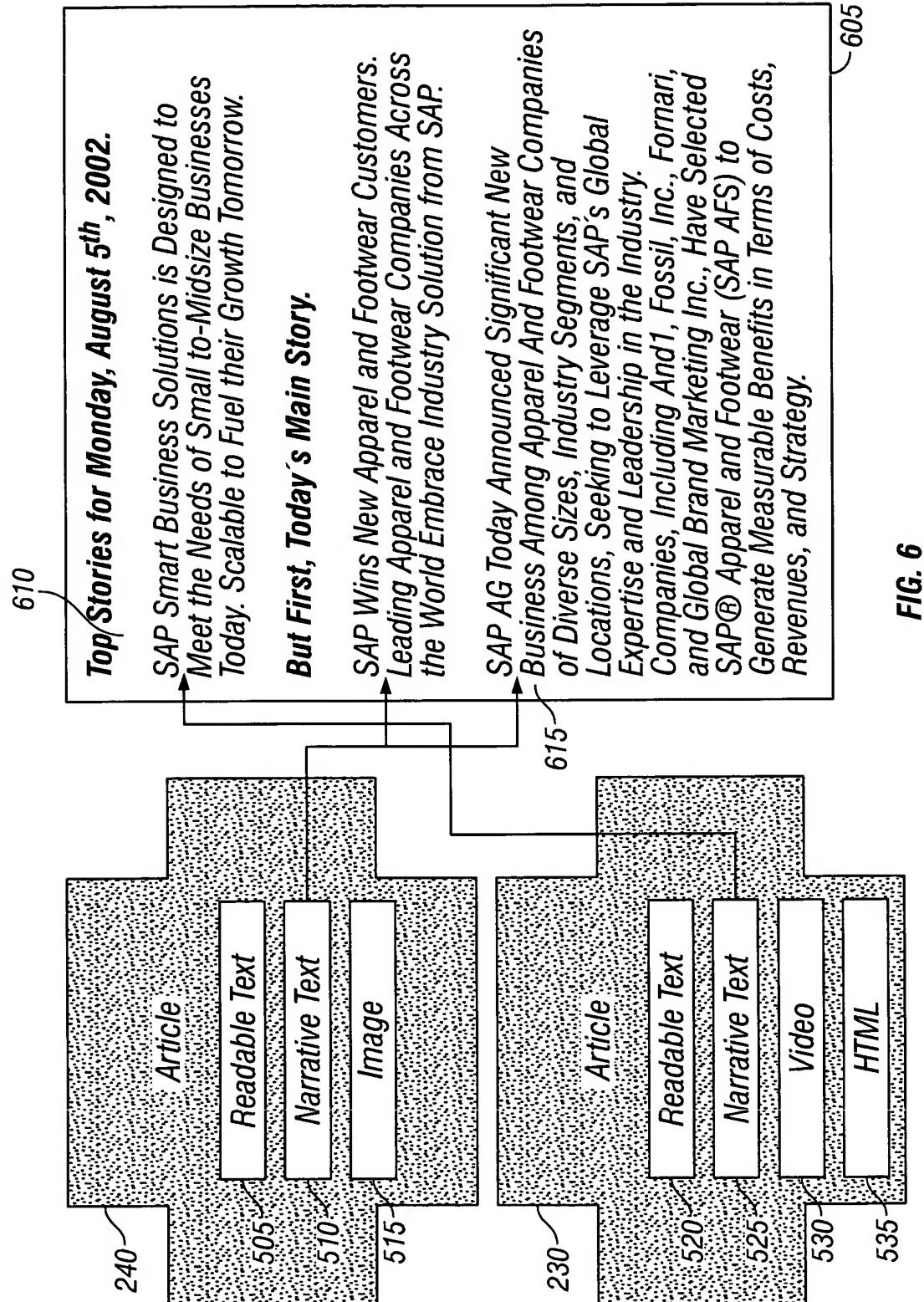


FIG. 6

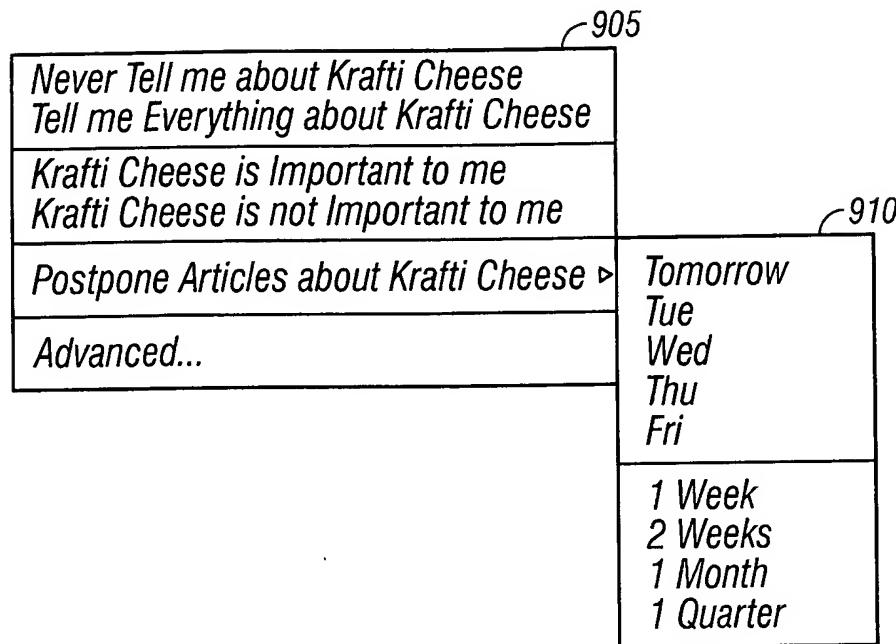
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 <Time>2002-04-24 15:02</Time> 705
 <Importance>Normal</Importance> 700
 <Author>agent@food4all.com</Author> 710
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 <Headline>
 Four of our top customers in the Eastern Region have pending complaints. 715
 </Headline>
 </Content>
 <Details>
 720
 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales
 have 3; and Have Your Cake, Inc with \$850K of annual sales have 2. The complaints
 KPI is at 88.7M
 </Details>
 </Content>
 <Content Type="text/html"> 725
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 730
 </Headline>
 <Html>

Top Customers of Eastern Region - Pending Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

 735
 </Html>
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 <DiscussionObjects>
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 <Object Class="BizPartner" Key="My Muffins Ltd"/> 740
 <Object Class="BizPartner" Key="Breads R Us"/>
 <Object Class="BizPartner" Key="Have Your Cake Inc"/>
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 </Article>

File		Edit	View	Favorites	Tools	Help
860	815	Market Report	810	The Company Times	805	830
Dow 10,543.17	-54.12	Nasdaq 1719.67	+8.01	Four of our top customers in the Eastern Region have pending complaints	Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffins Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M.	Headline News Israel pulls out of the West Bank Venezuela coup thwarted Teacher of the year honored by George Bush
S&P 1201.31	-4.23	Business Partner News	Nestla reports quarterly earnings down 5%	Krafti Cheese CEO resigns	Juice beats expectations. Ju up 15%	Weather San Jose, CA Low // Hi
820	825	Competition News	Burger Queen names James Joaquin as CIO	Chico Catering and Krafti Cheese announce strategic partnership	Phil Collins to perform in Shark Tank	1 important email
850	855	Marketing News	Joan Simmons rescheduled the meeting to Wed, 4/23 at 9:15 in the Paris room. Your calendar has been updated.	Copyright © The Company, April 22, 2002	Tell me ...	845

FIG. 8

**FIG. 9**

<i>c 1005</i>	
<i>Acknowledge</i>	
<i>Never show me Market Report</i>	
<i>Always show me Market Report</i>	
<i>Market Report is Important to me</i>	
<i>Market Report is not Important to me</i>	
<i>Postpone Market Report ▶</i>	<i>Tomorrow</i>
<i>Advanced...</i>	<i>Tue</i>
	<i>Wed</i>
	<i>Thu</i>
	<i>Fri</i>
	<i>1 Week</i>
	<i>2 Weeks</i>
	<i>1 Month</i>
	<i>1 Quarter</i>

*c 1010***FIG. 10**

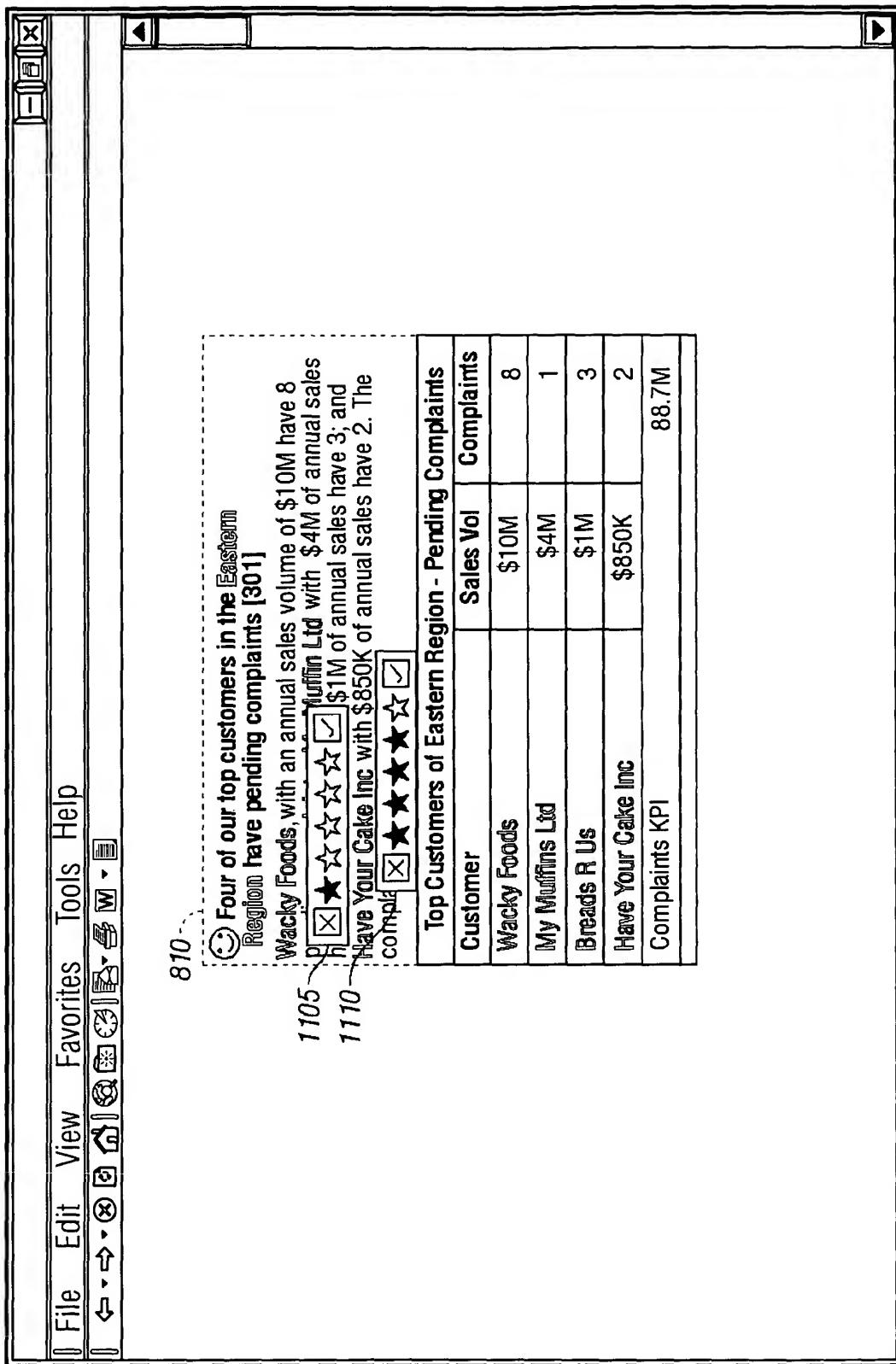


FIG. 11

FIG. 12

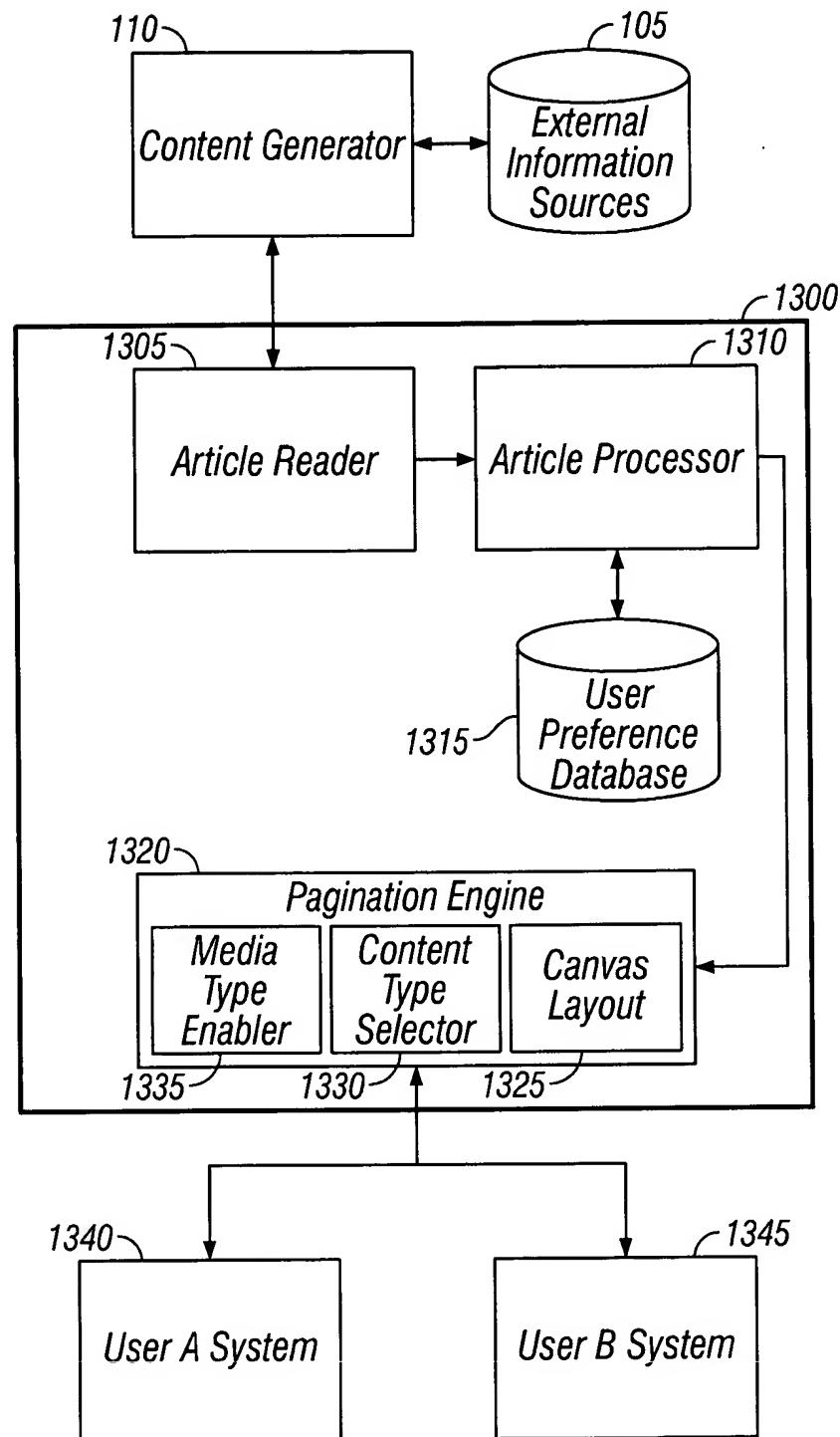


FIG. 13

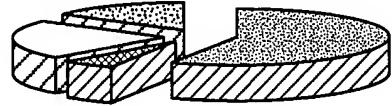
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 <Author>agent@food4all.com</Author>
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 Four of our top customers in the Eastern Region have pending complaints.
 </Headline> 1415
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 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of
 annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales
 have 2. The complaints KPI is at 88.7M
 </Details>
 </Content>
 <Content Type="text/html"> 1425
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 1430
 </Headline>
 <Html> 1435

Top Customers of Eastern Region - Pending Support Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

</Html>
 </Content>
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 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 1445
 </Headline>
 <Image> 1450

Pending Support Complaints for Top Customers in Eastern Region

<input checked="" type="checkbox"/> Wacky Foods
<input checked="" type="checkbox"/> My Muffins Ltd
<input type="checkbox"/> Breads R Us
<input checked="" type="checkbox"/> Have Your Cake Inc



</Image>
 </Content>
 <Content Type="music/midi"> 1455
 <Midi> 1460
 </Midi>
 </Content>
 </Article>

1505

1510

1515

1520

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FIG. 15

Four of our top customers in the Eastern Region have pending complaints. **Wacky Foods**, with an annual sales volume of \$10M have 8 pending complaints; **My Muffin Ltd** with \$4M of annual sales have 1; **Breads R Us** with \$1M of annual sales have 3; and **Have Your Cake Inc** with \$850K of annual sales have 2. The complaints KPI is at 88.7M.

Four of our top customers in the Eastern Region have pending complaints.

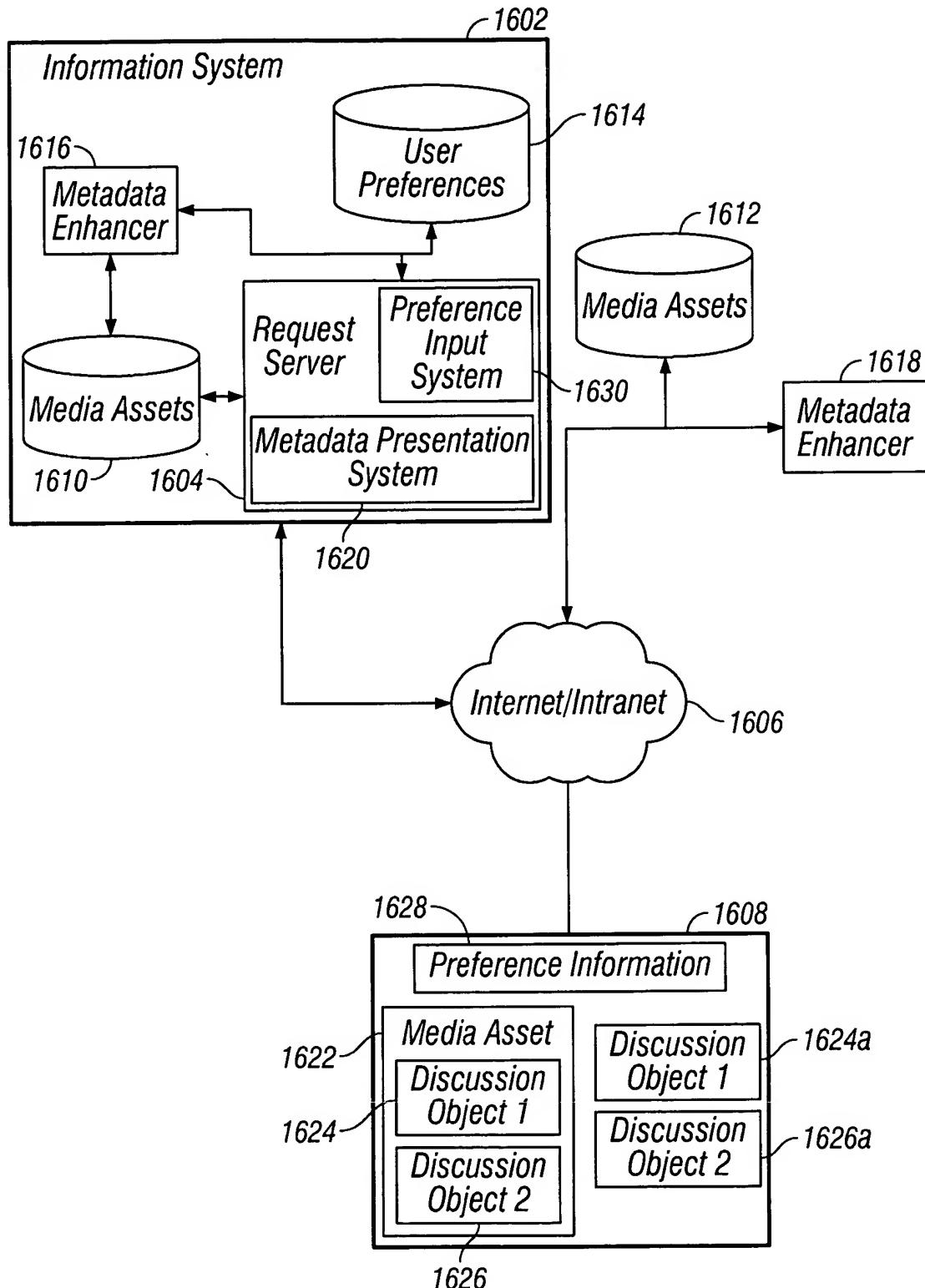
Four of our top customers in the Eastern Region have pending complaints.

Pending Support Complaints for Top Customers in Eastern Region

Wacky Foods
My Muffins Ltd
Breads R Us
Have Your Cake Inc

In Other News: SAP re-assimilates its Portals and Markets subsidiaries...

Four of our top customers |

**FIG. 16**

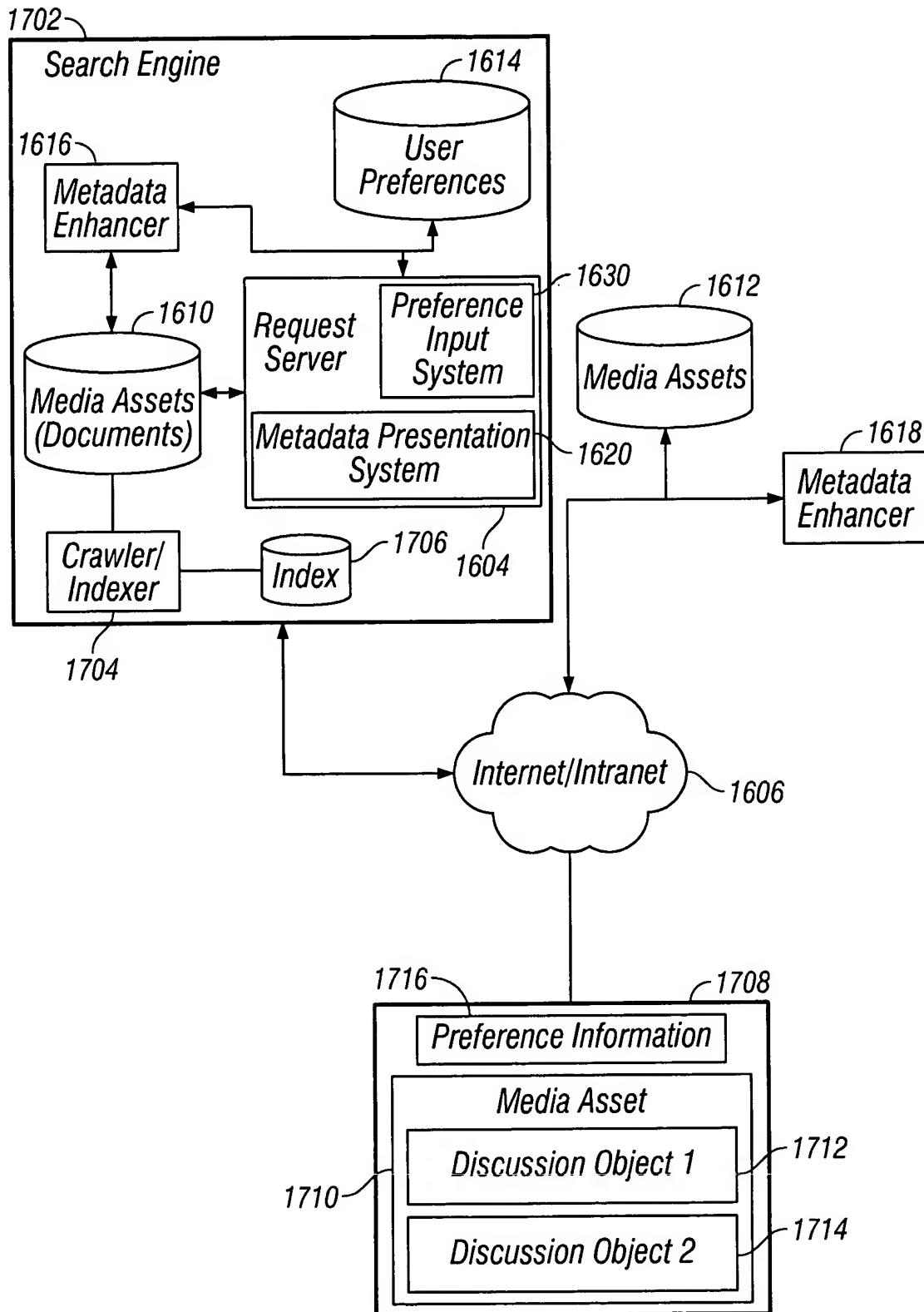


FIG. 17

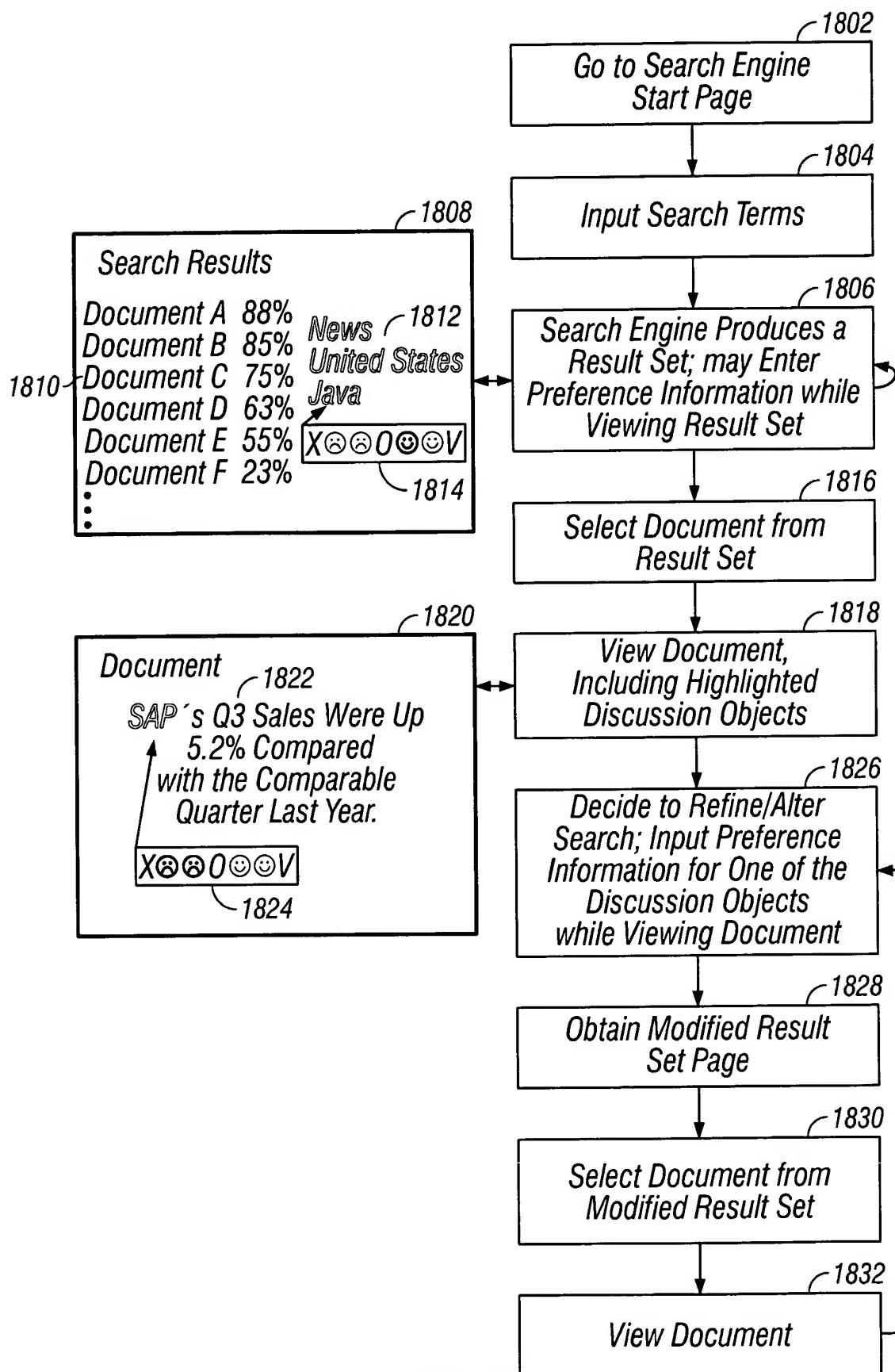


FIG. 18

88

2

904

microsoft+

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■ Amid global job cuts, Intel's India hiring on track (33%)

BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre this year despite 4,000 job cuts announced by its parent. "We haven't got any [more]

1908 BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre this year despite 4,000 job cuts announced by its parent. "We haven't got any... [more]

□ CORRECTED-UPDATE 1-Microsoft fourth quarter seen up on new licensing plan (33%)
In July 10 SEATTLE item "Microsoft fourth quarter seen up on new licensing plan" please read in third to last paragraph... to be \$28.1 billion to \$28.2 billion... Instead of... to be \$28.8 billion to \$29.1 billion... Corrects forecast. A corrected repetition follows... [more]

■ Remember the Bears' Retreat of '98 (33%)

In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, here were so many people who wanted out and the dislocations were so great -- Microsoft

(NasdaqNM: MSFT) down ten, **Dell** (NasdaqNM: DELL) down twelve, **Intradyne**--... [more]

Nowhere is demand getting better, except in some European markets.

□ Oracle CEO takes shots at, complements Microsoft (33%) 1914

□ REDWOOD SHORES, Calif. July 10 (Reuters) - Larry Ellison, chief executive at No. 2 software maker Oracle Corp. (NasdaqNM: ORCL), on Wednesday took shots at,

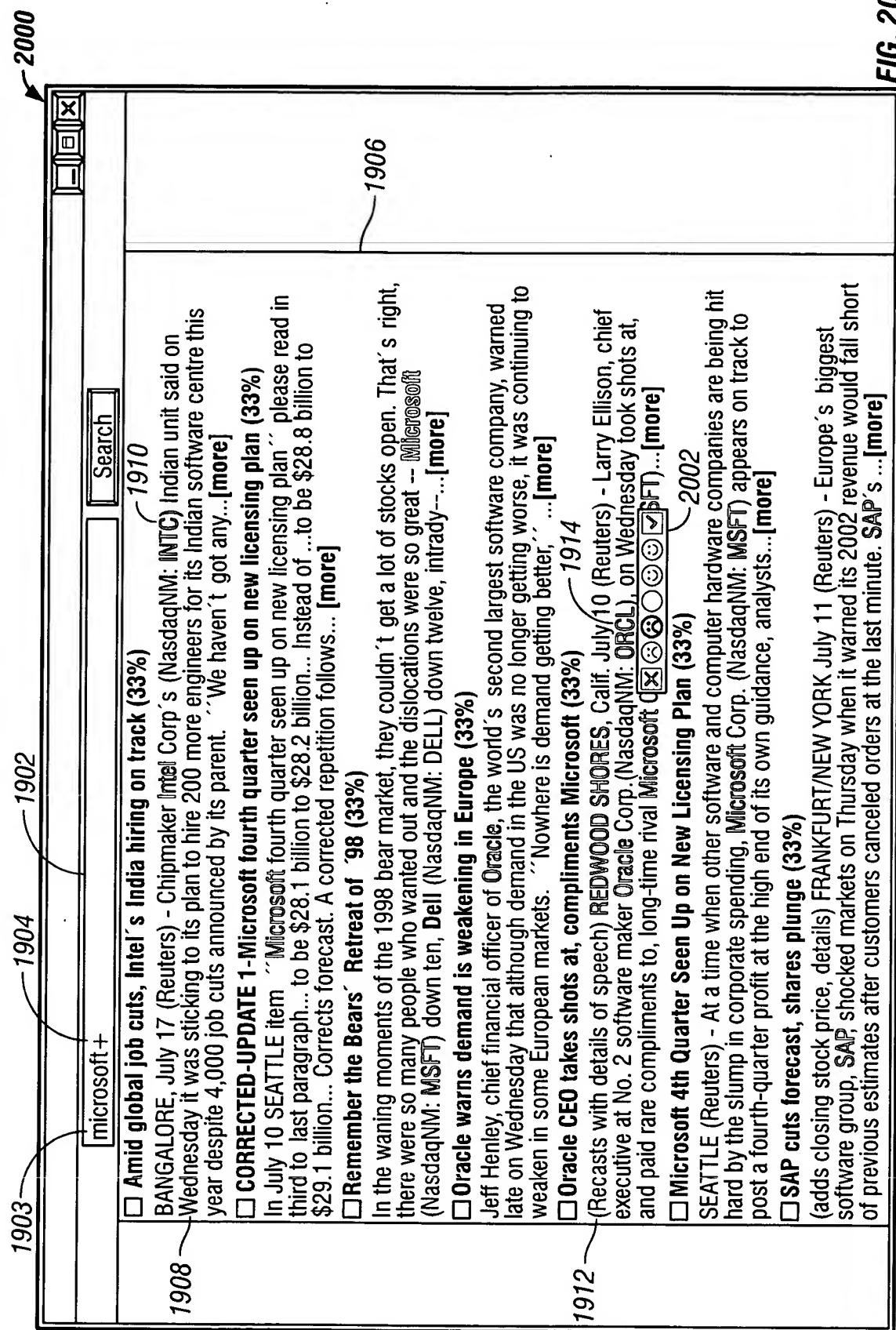
and paid fare compiling to, long-time rival Microsoft Corp. (Nasdaq:

□ **Microsoft 4th Quarter Seen Up on New Licensing Plan (33%)**
SEATTLE (Reuters) - At a time when other software and computer hardware companies are being hit hard by the slump in corporate spending, Microsoft Corp. (NasdaqNM: MSFT) appears on track to post a fourth-quarter profit at the high end of its own guidance, analysts... [\[more\]](#)

- **SAP cuts forecast, shares plunge (33%)**
(adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's ...[more]

112

1904	
1908	<input type="checkbox"/> Amid global job cuts, Intel's India hiring on track (33%) BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre this year despite 4,000 job cuts announced by its parent. "We haven't got any... [more] <input type="checkbox"/> CORRECTED-UPDATE 1-Microsoft fourth quarter seen up on new licensing plan (33%) In July 10 SEATTLE item "Microsoft fourth quarter seen up on new licensing plan" please read in third to last paragraph... to be \$28.1 billion to \$28.2 billion... Instead of ...to be \$28.8 billion to \$29.1 billion... Corrects forecast. A corrected repetition follows... [more]
1906	<input type="checkbox"/> Remember the Bears' Retreat of '98 (33%) In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- Microsoft (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, intrady--... [more]
1912	<input type="checkbox"/> Oracle CEO takes shots at, compliments Microsoft (33%) REDWOOD SHORES, Calif. July 10 (Reuters) - Larry Ellison, chief executive at No. 2 software maker Oracle Corp (NasdaqNM: ORCL), on Wednesday took shots at, and paid rare compliments to, long-time rival Microsoft Corp (NasdaqNM: MSFT)... [more] <input type="checkbox"/> Microsoft 4th Quarter Seen Up on New Licensing Plan (33%) SEATTLE (Recasts with details of speech) - At a time when other software and computer hardware companies are being hit hard by the slump in corporate spending, Microsoft Corp. (NasdaqNM: MSFT) appears on track to post a fourth-quarter profit at the high end of its own guidance, analysts... [more] <input type="checkbox"/> SAP cuts forecast, shares plunge (33%) (adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's ... [more]



-2100

1902

2102

314

microsoft+, Oracle-

☐ Remember the Bears' Retreat of '98 (33%)

In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- Microsoft

IBM Battle for Web Services Developers (33%)

Tieri Robinson, www.EcommerceTimes.com With a flurry of

and Sun Microsystems (Nasdaq: SUNW) have intensified t

services market. Sun Gives Away Appli

HP Shifts Software Strategy (33%) As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology

Microsoft's lead lawyer to return to Seattle firm (33%)
Seattle, July 17 (Reuters) - William Neukom, Microsoft Corp.'s (Nasdaq: MSFT) lead lawyer who led the software giant's defense against federal antitrust charges, on Wednesday said he will rejoin his former law firm as a partner. Neukom, 60, had announced his... [more]

□ **Donahue debuts at No.2 in cable news talk wars (33%)**
LOS ANGELES, July 16 (Reuters) - Talk show veteran Phil Donahue drew 1.1 million viewers in his return to television on MSNBC, edging out CNN rival Connie Chung but drawing less than half of Bill O'Reilly's Fox News Channel audience, ratings showed on Tuesday. The [more]

□ **SAP cuts forecast, shares plunge (28%)**
adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's ... [more]

Amid global job cuts, Intel's India hiring on track (25%) 1970
BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (Nasdaq:NM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre

SAI Callaway LLC. ATTORNEYS NEW TESTIMONY (23/8)

21

2106

2200

1903 1914 2102 1902 1904 2204 1910 2202 2106

Microsoft+, Oracle- Search

Amid global job cuts, Intel's India hiring on track

Type: News

BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM:intc&d=t) > INTC-intc.html > News) Indian unit                                <img alt="neutral face" data-bbox="8021 498 8

2300

2302

2102

1910

1904

1914

1903

Microsoft+, Oracle-, Intel*

Search

Remember the Bears' Retreat of '98 (33%)
In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- Microsoft (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, intraday--...[more]

Sun, IBM Battle for Web Services Developers (33%)
Teri Robinson, www.EcommerceTimes.com With a flurry of product announcements, IBM (NYSE: IBM) and Sun Microsystems (Nasdaq: SUNW) have intensified their heated battle to dominate the Web services market. Sun Gives Away Application Server In this round...[more]

HP Shifts Software Strategy (33%)
As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites:...[more]

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SAP cuts forecast, shares plunge (28%)
(adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's ...[more]

SAP Announces New President (25%)
Canadian native Michel Brisson to assume leadership position MONTREAL, QC, July 16 /CNW/ - SAP Canada Inc., a subsidiary of SAP AG (NYSE: SAP), today announced that it has appointed Michel Brisson to assume the role of president of SAP Canada Inc., effective...[more]

SAP Continues Market Leadership for Supply Chain

2304

2306

FIG. 23

2400

1903 1914 1904 2102 2302 1910 Microsoft+, Oracle-, Intel* 2306

HP Shifts Software Strategy

Type: news

Jennifer LeClaire

As the post-merger decision-making process shifts into high gear, **Hewlett-Packard (NYSE: HPQ - news)** on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites: HP OpenView, HP Utility Data Center and HP OpenCall.

2308

Company executives said the decision was based on HP's intellectual property and customer acceptance of those three products.

2308

“HP has come full circle on its software strategy,” Forrester Research (Nasdaq: FORR - news) analyst Joshua Walker told the E-Commerce Times, noting that the company has returned to its 1998 strategy, which spawned a middleware agreement with BEA Systems (Nasdaq: BEAS - news)

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- **HP Jumps on Mobile Flash Wagon**
- **HP Unifies Clustered Database Technologies**
- **HP Unveils Servers Based on New Chip**

“It is a practical approach to sticking to what they are good at -- application and systems management,” Walker said.

Web Services Focus

FIG. 24

2500

1903 1914 1904 2102 1910 2302 1906 2306 1902 2304 2504

Microsoft+, Oracle-, Intel*

IBM Microsoft Hewlett-Packard 2308 1903 2510 2502

IBM Microsoft Hewlett-Packard 2308 1903 2510 2502

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HP Shifts Software Strategy

By Jennifer LeClaire

July 16, 2002

To be sure, the competition is standing up and taking notice of HP's software strategy. But analysts said they do not expect near-term market impacts

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As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ)  on Monday announced a new software strategy  designed to leverage its core assets. The technology titan will focus future development on extending three software suites: HP OpenView, HP Utility Data Center and HP OpenCal

Company executives said the decision was based on HP's intellectual property and customer acceptance of those three products.

◀ ▶

2508

FIG. 25

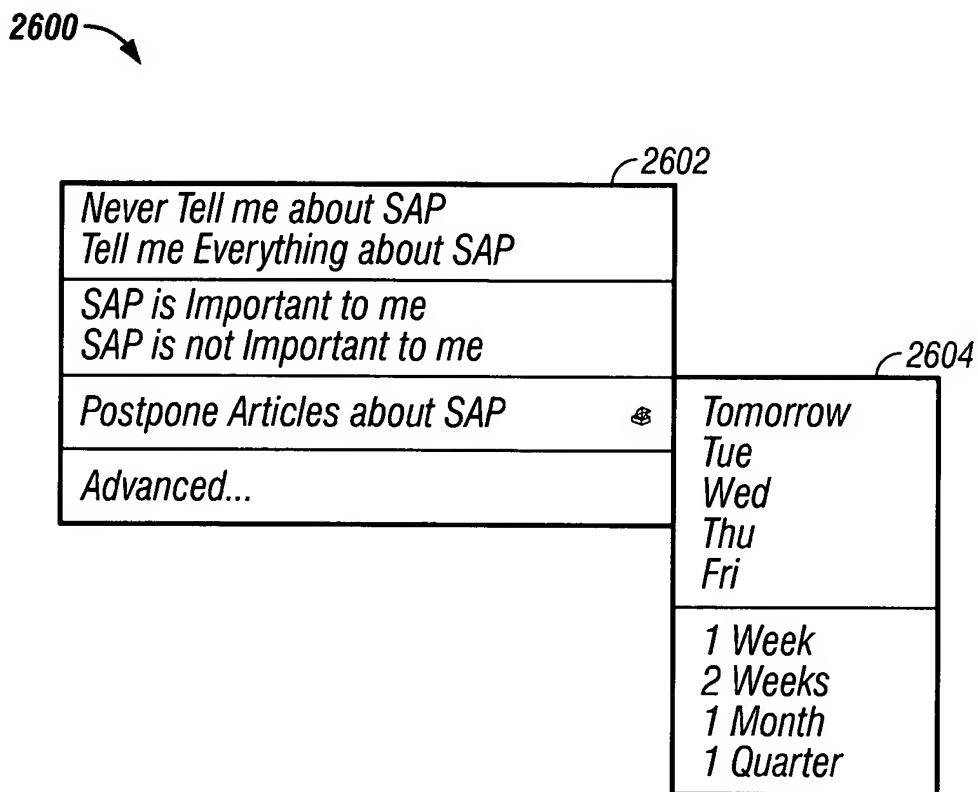
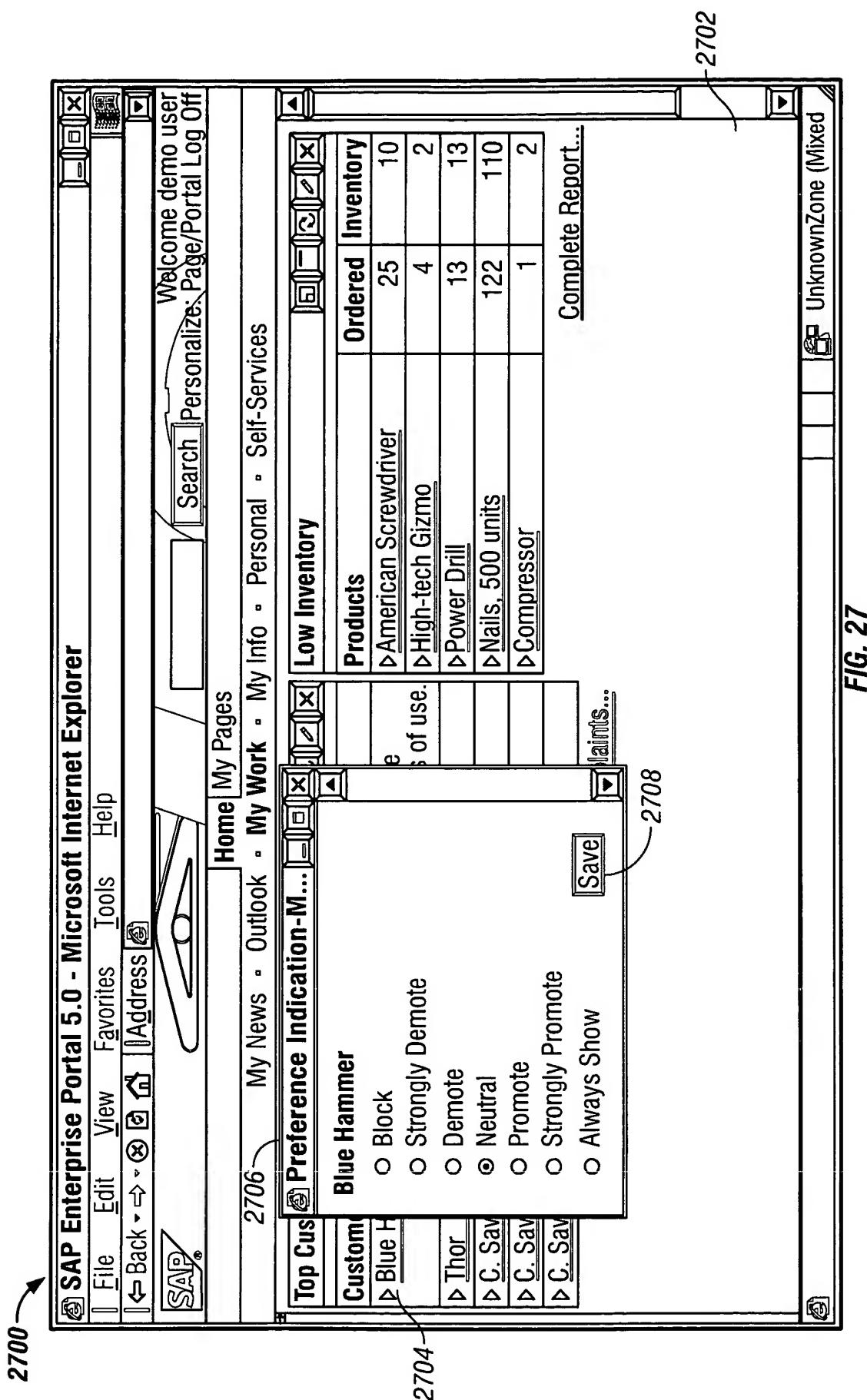
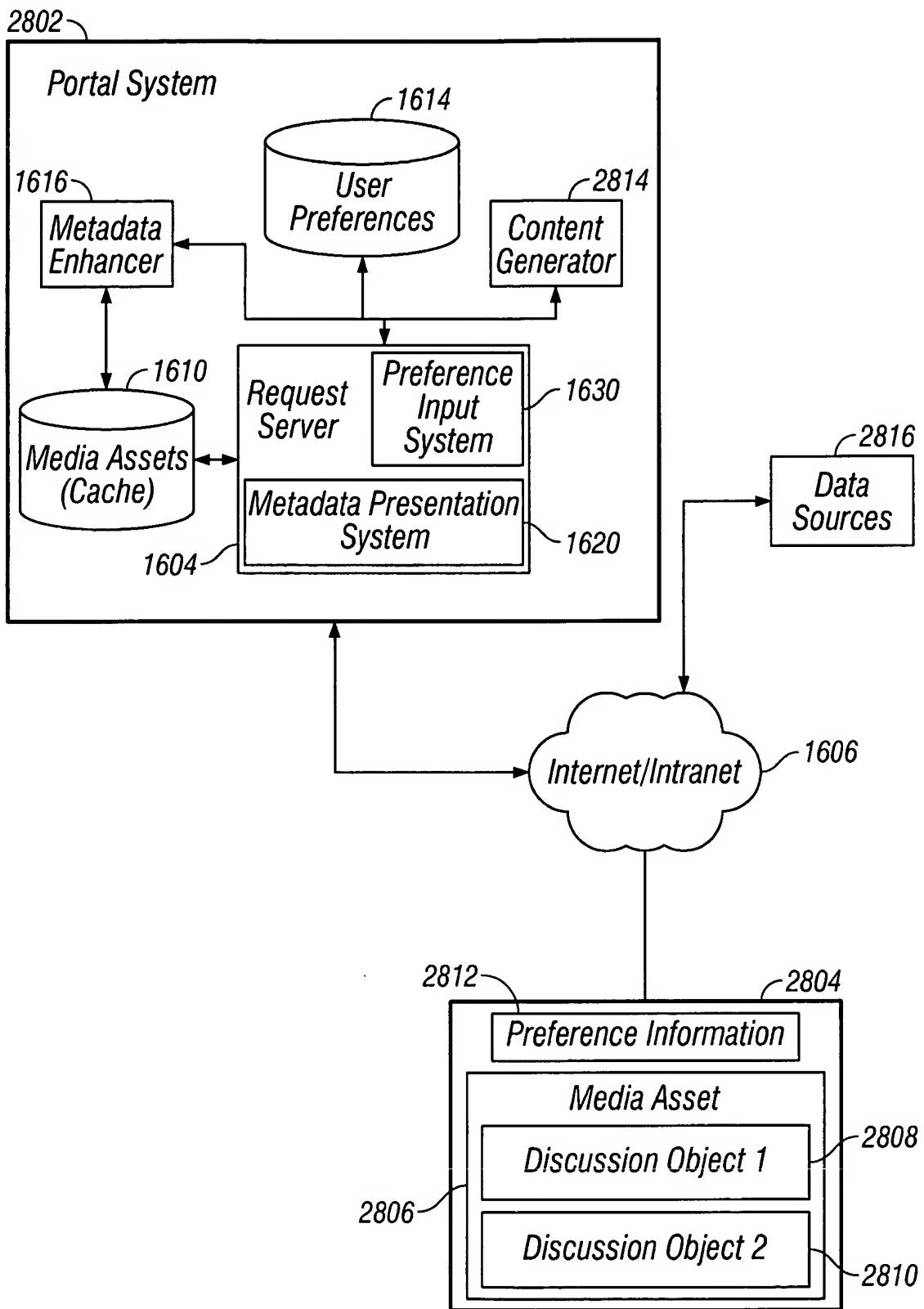
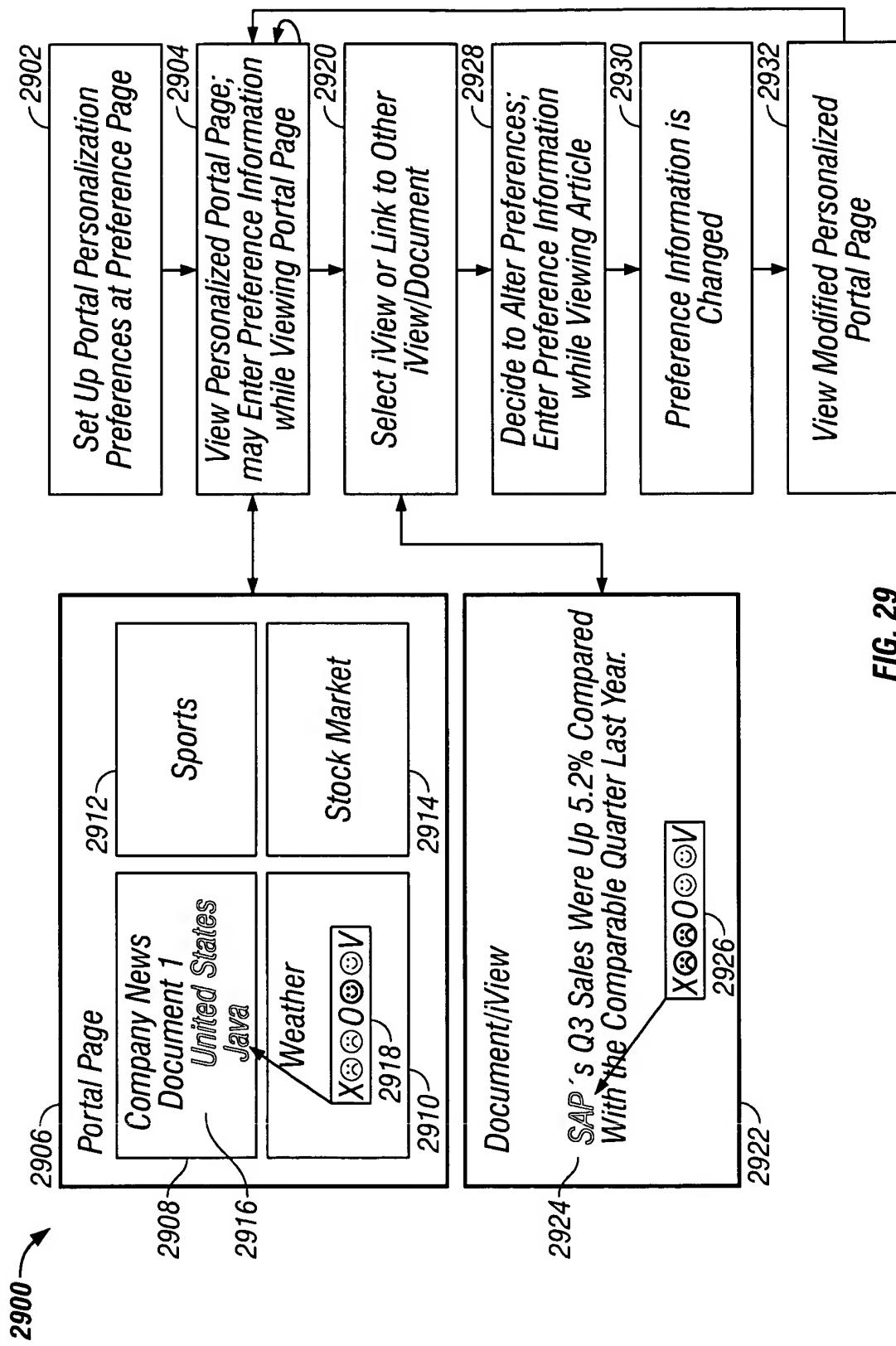


FIG. 26







3000 →

3008 →

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Back • Forward Address SAP 3002

Welcome demo user Personalize: Page/Portal Log Off

Search

My Pages

Home

My News • Outlook • My Work • My Info • Personal • Self-Services

Top Customer Complaints

Customer	Description
▷ Blue Hammer	The hammers I bought last month are breaking apart after only a few hours of use.
▷ Thor	The hammer is too small.
▷ C. Saw	Saw model #4589 rusts
▷ C. Saw	Shipment is late!
▷ C. Saw	Where is my order?

3004 → All Complaints...

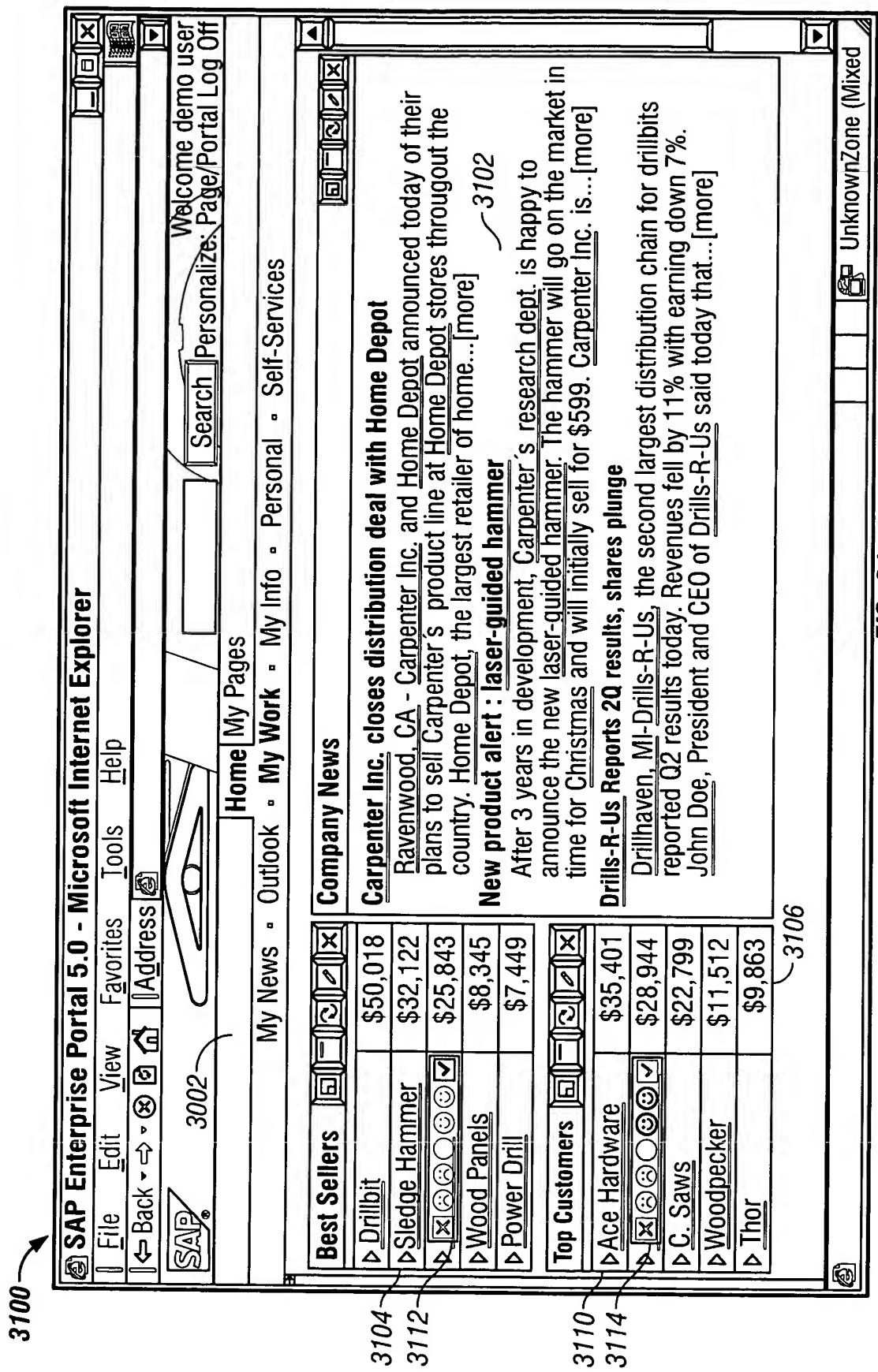
Low Inventory 3010

Products	Ordered	Inventory
▷ American Screwdriver	25	10
▷ High-tech Gizmo	4	2
▷ Power Drill	13	13
▷ Nails, 500 units	122	110
▷ Compressor	1	2

3006 → Complete Report...

3002 → UnknownZone (Mixed)

FIG. 30



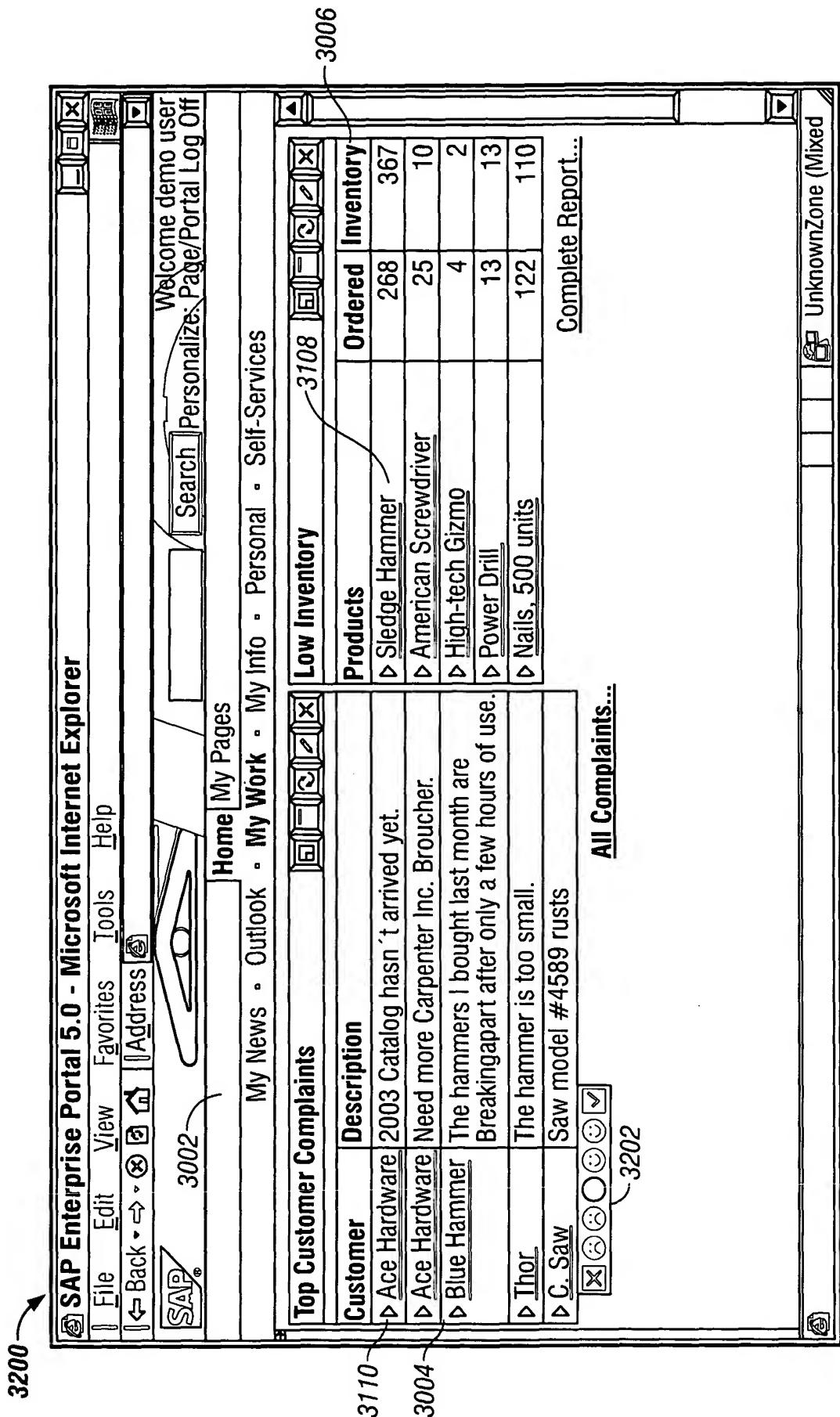


FIG. 32

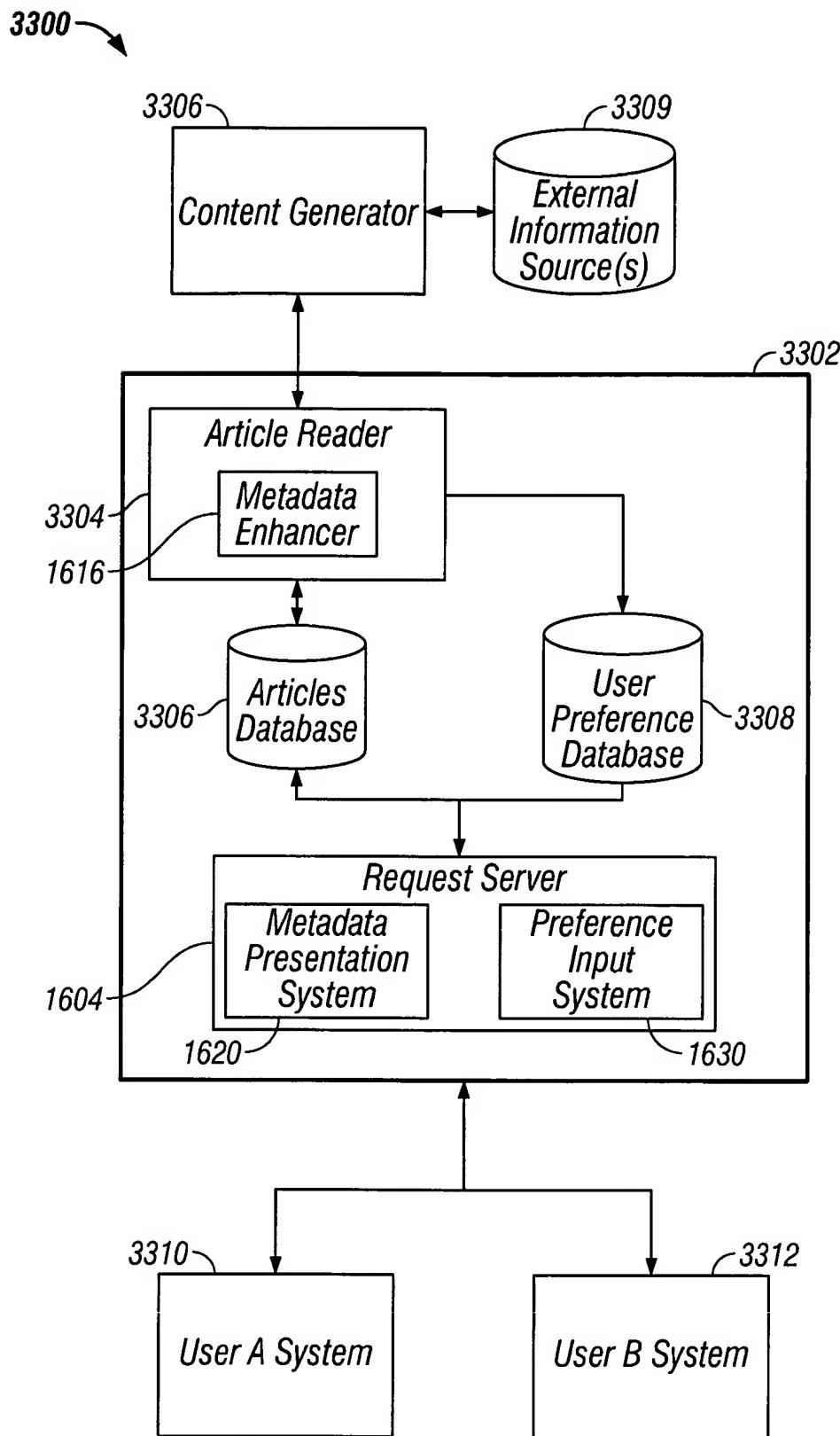


FIG. 33

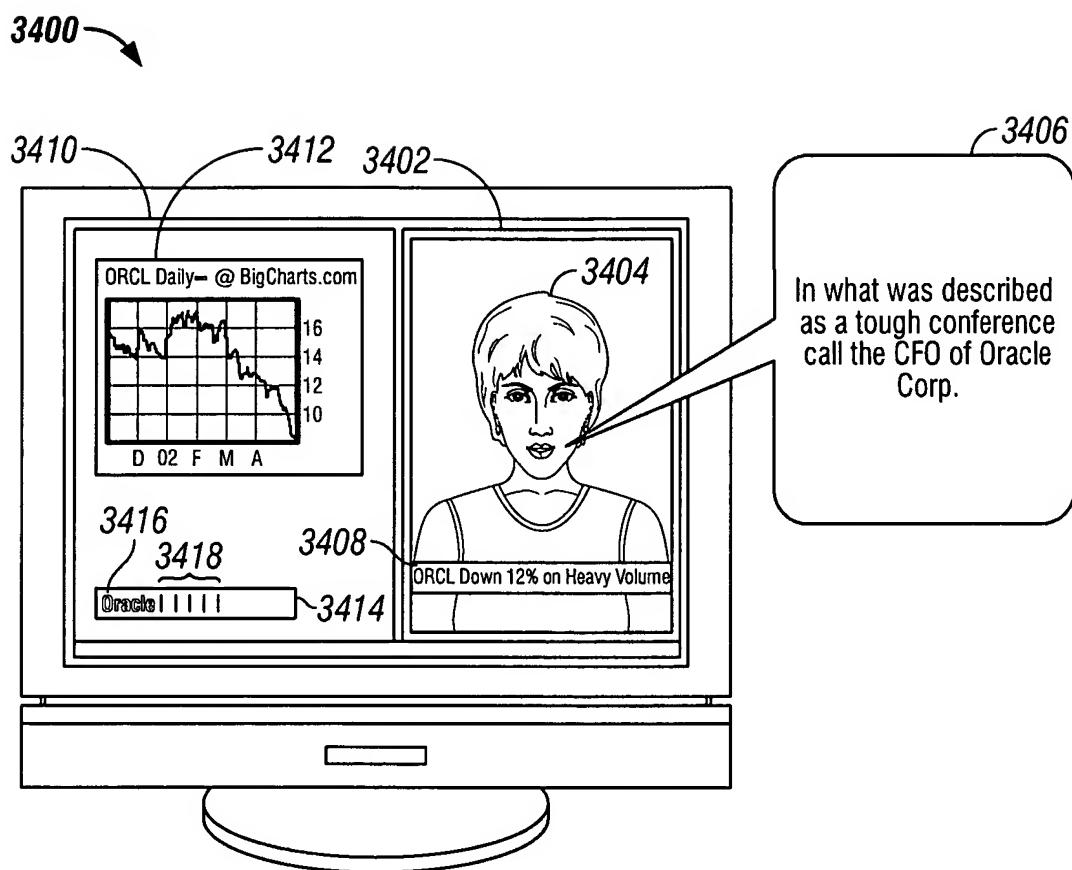
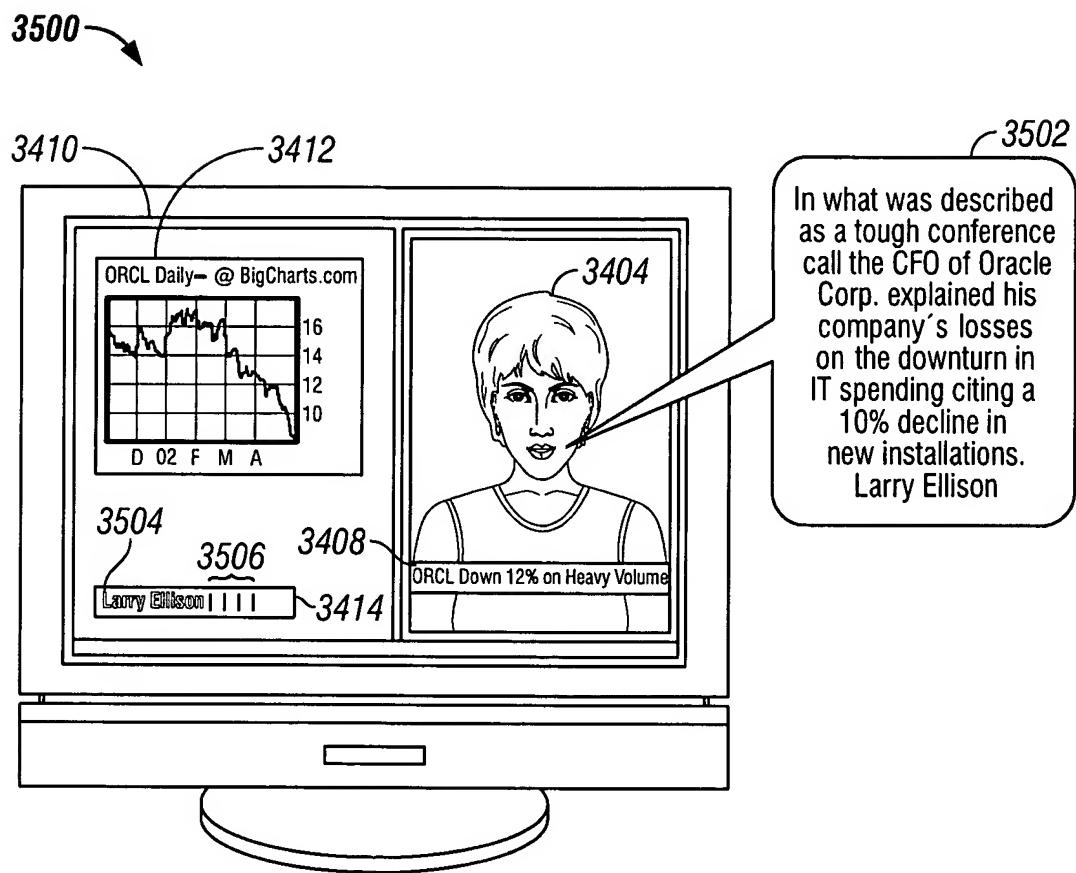
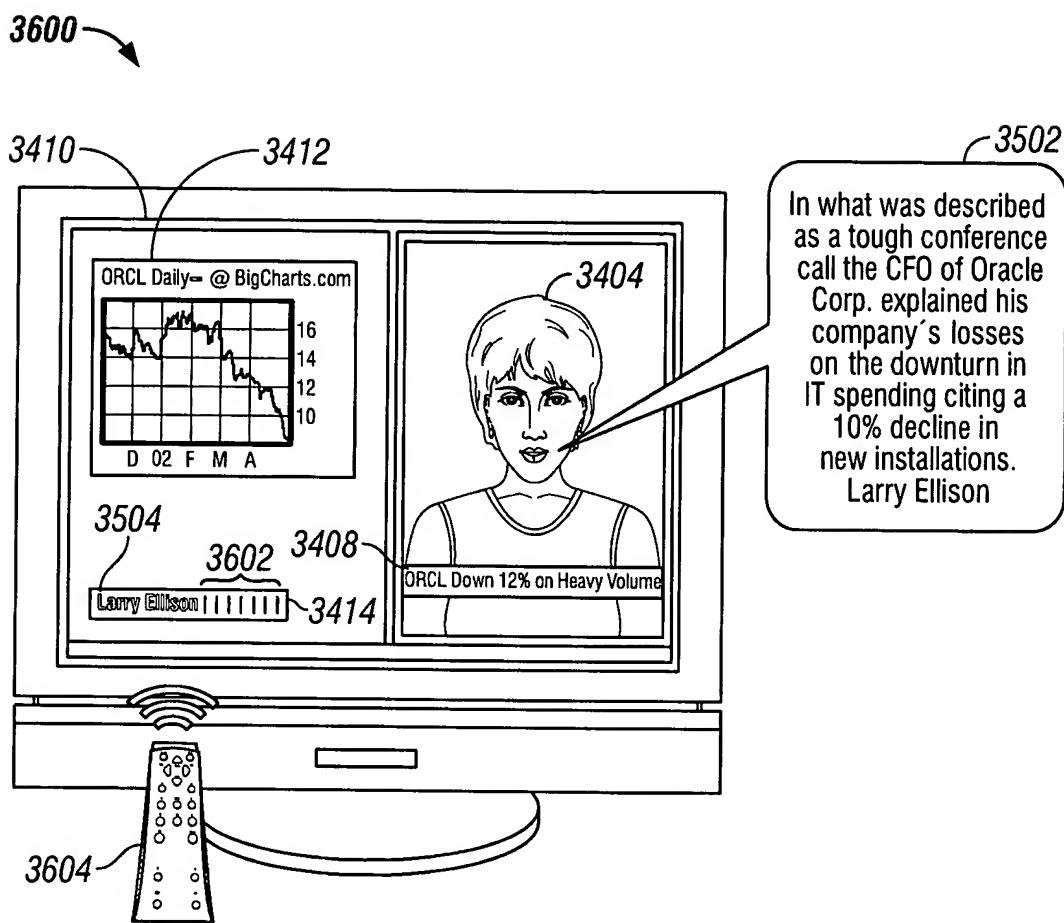


FIG. 34

**FIG. 35**

**FIG. 36**

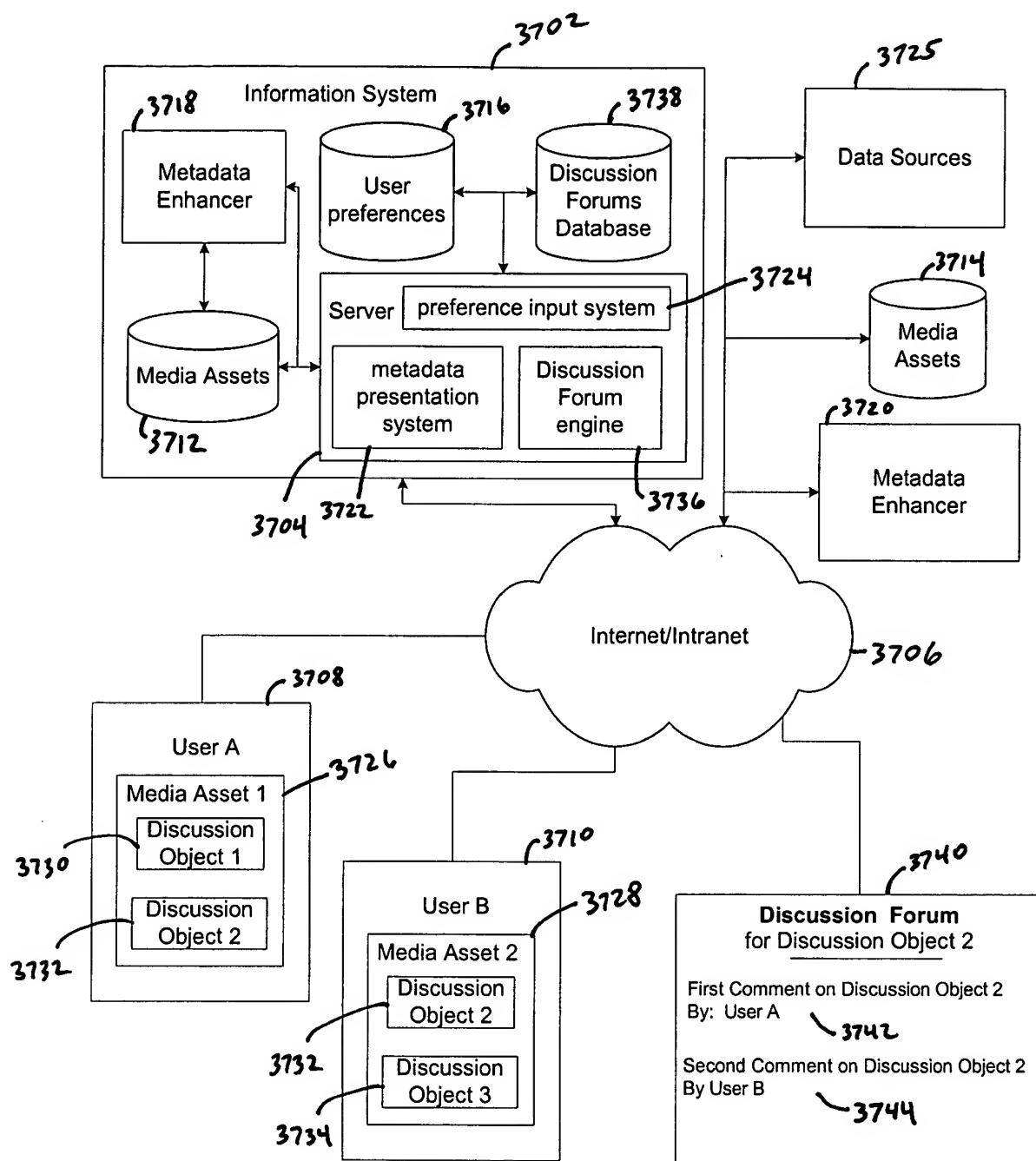


FIG. 37

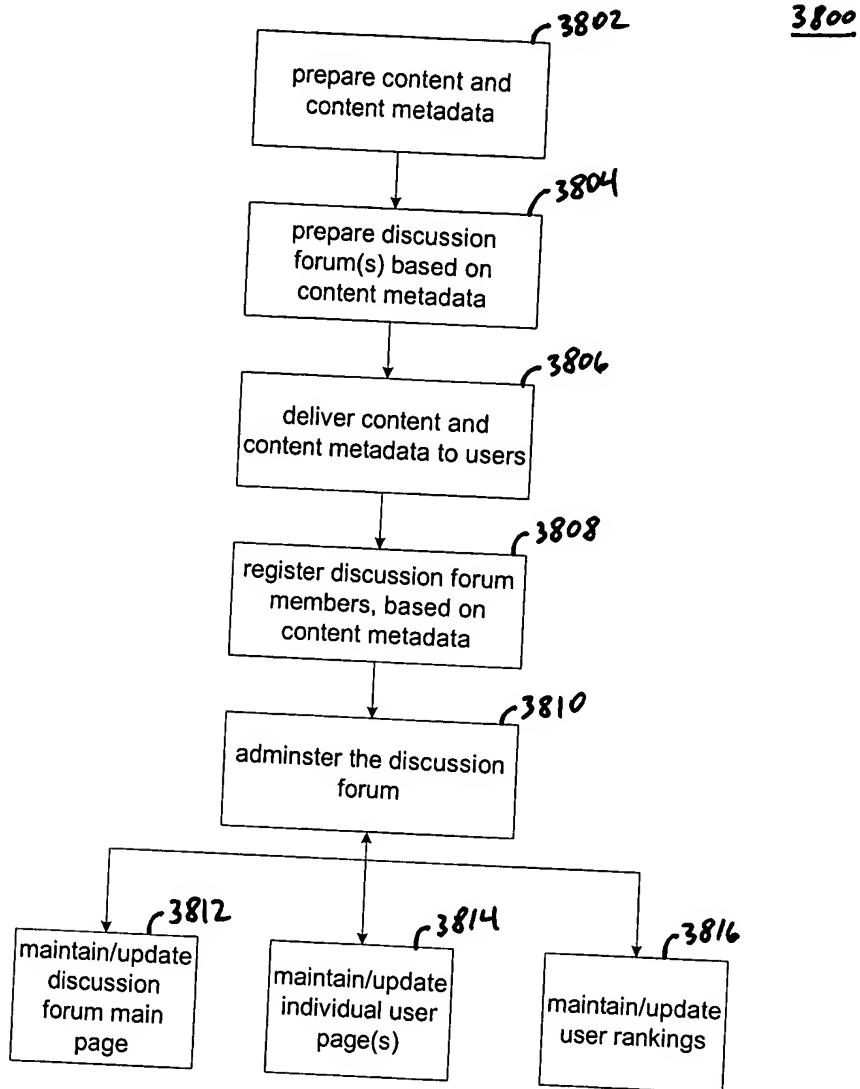


FIG. 38

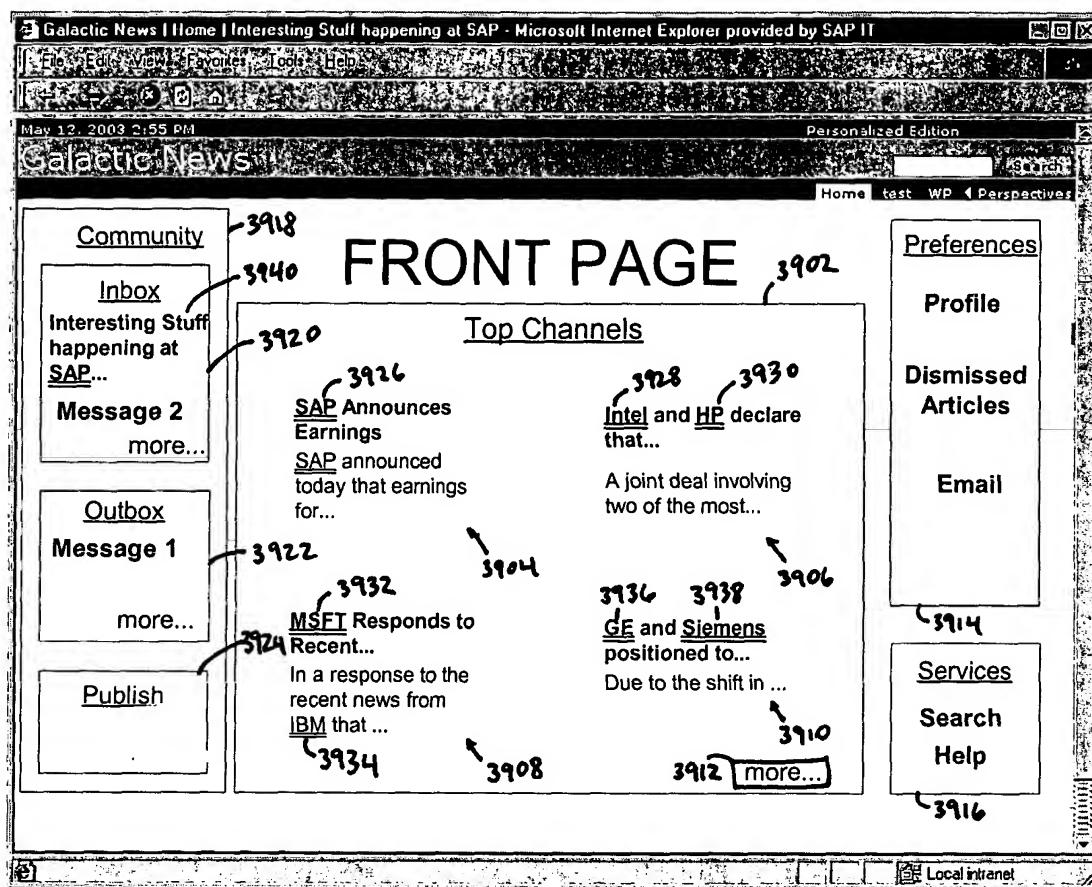
3900

FIG. 39

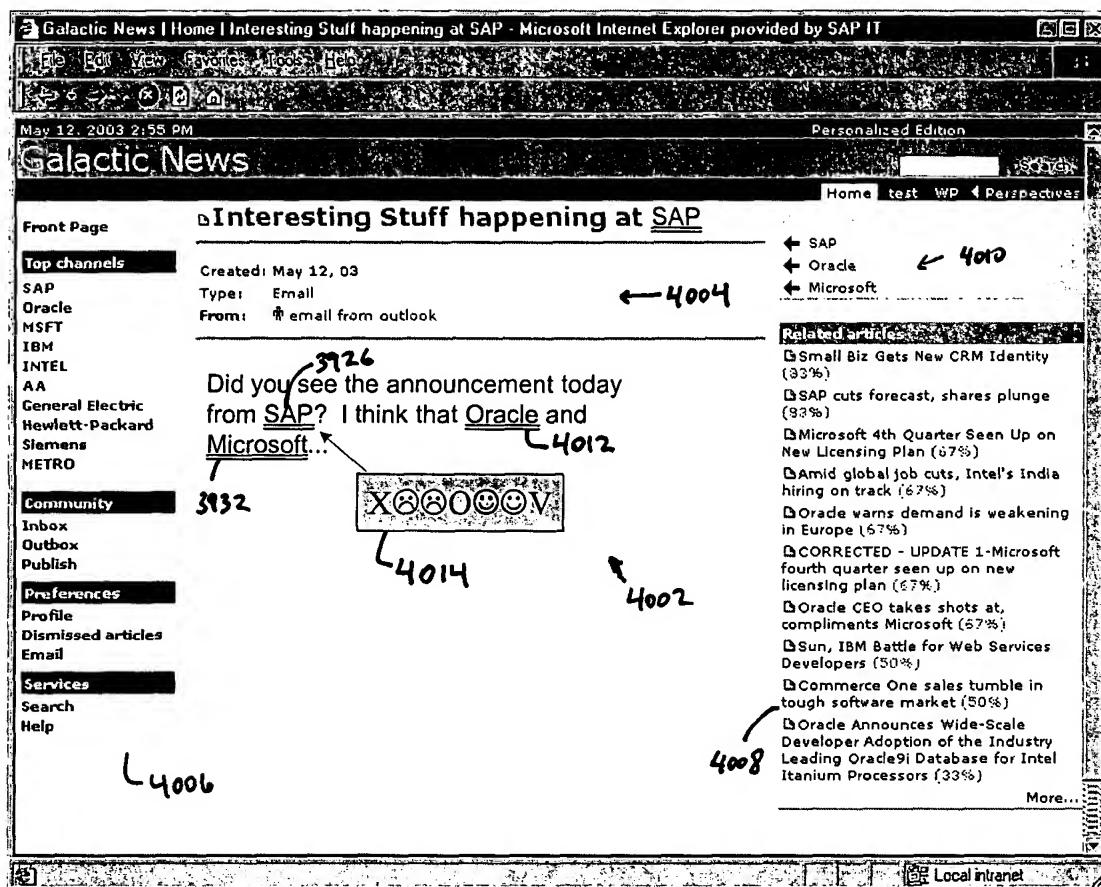
4000

FIG. 40

4100

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IBM 4105 3926
INTEL
AA
General Electric
Hewlett-Packard
Siemens
METRO

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Profile
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Help

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Dear All, As of July 15 I will leave CEC Karlsruhe to work with SAP Deutschland in...

Quarterly Update July 2002
Dear Colleagues, As we told you last week, the global economic climate remains challenging and...

Invitation to CR Forum - Research Experts @ SAP
Agent-enabling business applications by Dr. Andrew Lucas from Agent Oriented Software Group, UK This...

Commerce One sales tumble in tough software market
PLASANTON, Calif., July 17

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Postings: 2

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FIG. 41

4200

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Fans: None - 4212
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Dismissed articles
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Local intranet

FIG. 42

4300

Galactic News | Home | demo for bill - Microsoft Internet Explorer provided by SAP IT

File Edit View Favorites Tools Help

May 12, 2003 2:58 PM Personalized Edition

Galactic News Search Home test WP Perspectives

Front Page Yes, I'd like to...

Post Reply 4310 ← 4306 ← 4010

4308

Created: May 12, 03 Type: Discussion Forum Posting

From: User B Reputation: Good Forum: SAP

4304

Yes, I'd like to make sure our Java programmers... 4116

4302

4008

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FIG. 43

4400

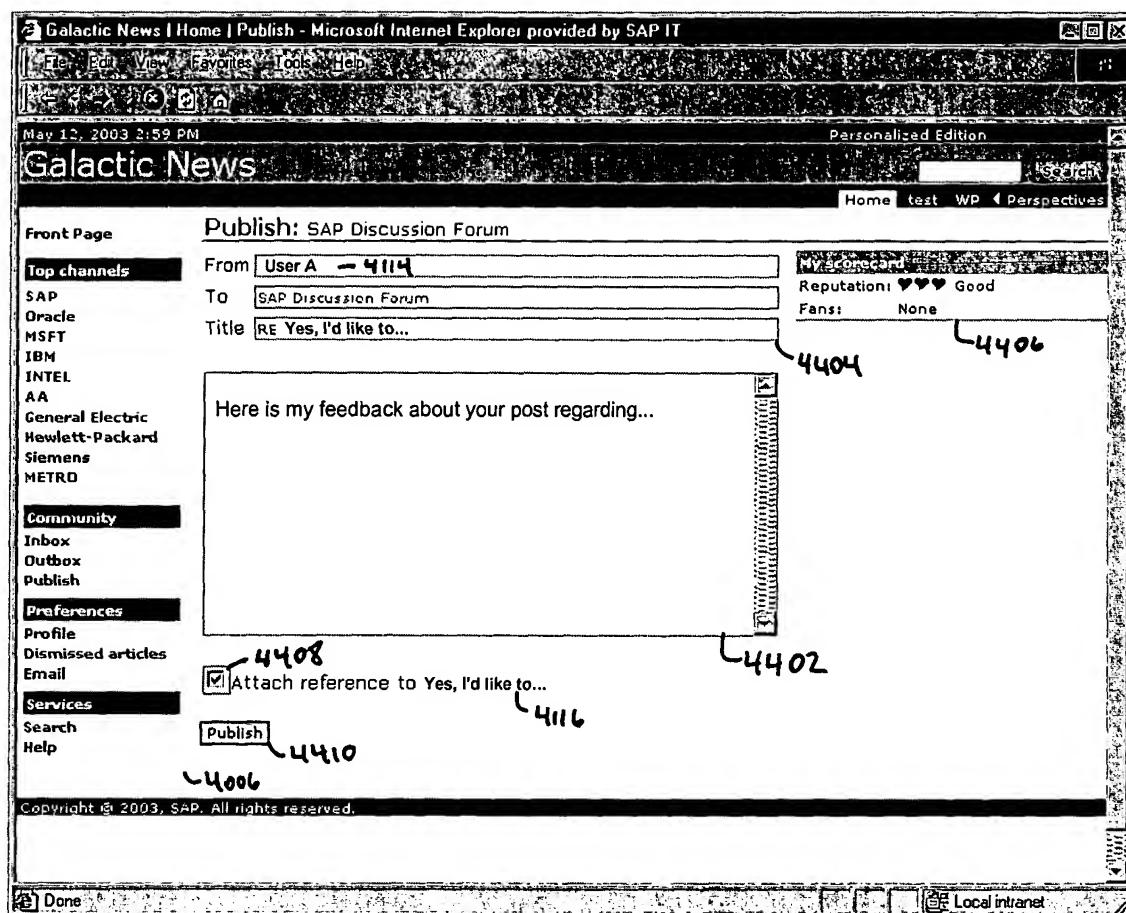


FIG. 44

OPERATION THROUGH DISCUSSION FORUMS

4500

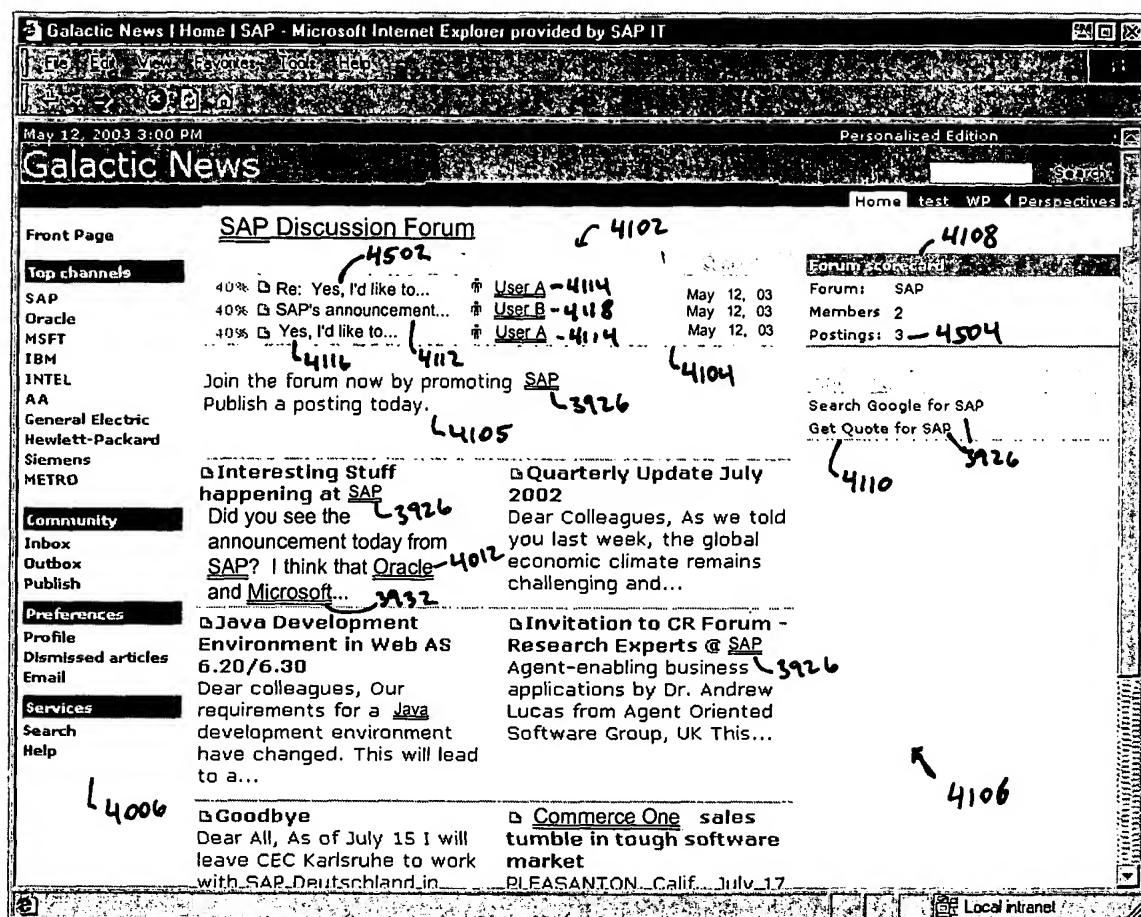


FIG. 45